

Challenge: Improving Communication Among All levels of our Organization

EXAMPLE FOR DISCUSSION PURPOSES – ToP® Workshop Method

Question	Focus	Brainstorm	Organize	Name	Reflect, Prioritize Analyze, Recommend
<p>How can we improve communications among all levels of our organization?</p>	<p>Open session with description of group's task and process to be used.</p> <p>Introduce self and ask each participant to give BRIEF self-introduction.</p> <p>Set the context with a group discussion:</p> <ul style="list-style-type: none"> ✓ What is the data reporting to us about communication and the flow of information within our organization? ✓ What areas of communication work well for you/your department? ✓ What causes you the most frustration about communication processes? ✓ What are some of the consequences of inadequate communication between levels of the organization? ✓ What is the significance to our customers of how well our communication works within our organization? <p>What are the primary challenges or issues we face in improving communication within our organization?</p> <p>With dots, prioritize the 2 issues that you think are the most critical to be addressed.</p>	<p>Each individual jots down ideas for actions that will address the issues.</p> <p>Form groups of 2 or more depending on size of group</p> <p>Each pair or group writes X number of cards - each describing an action. (Aim for 30-35 cards total)</p>	<p>Call for cards by asking for X clearly formed action ideas from each group. Cluster under symbols on wall or easels.</p> <p>Then ask for X different cards. Continue to build clusters.</p> <p>Call for last cards</p> <p>With 30 - 35 cards, might have 5 - 8 clusters.</p> <p style="text-align: center;"> * + ? \$ # — — — — — — — — — — — — — — — — — — — — </p>	<p>Give each grouping a name that represents the action area described.</p> <p>Start with largest cluster</p> <ul style="list-style-type: none"> - what is the focus? - what's happening? - name the action area using verbs <p>Complete naming of each cluster with large title cards.</p>	<p>Reflect on the product:</p> <ul style="list-style-type: none"> ✓ Which action arena gives you energy as you think about some of these actions taking place? ✓ Which arena would offer the most help to you or your work group? ✓ Which arena does not offer any help toward your issues? <p>With dots, prioritize the 3 action arenas you think would be the most significant to implement.</p> <hr/> <p>Divide into small groups to analyze action arena priorities:</p> <p>If actions were taken in this arena, list the positives and negatives to:</p> <ul style="list-style-type: none"> you personally; your immediate work group; the organization; your customers? <p>What is your recommendation for action?</p> <p>Who will do what by when?</p> <p>Report small group findings to whole group. Reflect on recommendations.</p> <p>Final Reflection and Closing</p> <ul style="list-style-type: none"> ✓ What is one thing we did in this session that stands out for you? ✓ When were you most engaged or excited? When were you somewhat disengaged or even discouraged? ✓ Where did you have an “aha” moment – new idea, connection, learning? ✓ What will you take away from this time together?
<p>Focusing the energy on the issues</p>	<p>Recorder will list critical issues on a flipchart or screen.</p> <p>Group will prioritize with dots or computer.</p>	<p>Instructions for pairs/groups:</p> <p>1 idea per card</p> <p>3-7 words per idea</p> <p>Write BIG</p>	<p>Group actions that have similar intent</p>	<p>Encourage group to discuss each cluster in order to understand the focus.</p>	<p>Prioritize action arenas individually with dots. Small group work: fill in flip chart template and “who/what/by when” if indicated. Reflect on the whole session.</p>
<p>Time</p>	<p>30-45</p>	<p>20</p>	<p>15</p>	<p>20</p>	<p>70-80</p>